

At the London Centre for Periodontics and Implant Dentistry we take all complaints, concerns or suggestions very seriously.

By listening to your comments and observations (both positive and negative) we aim to continuously improve our patient's experience in this practice. It is important to us that your visits to this practice are positive.

We aim to treat people in the way we would like to be treated ourselves – that is in a safe, caring and respectful manner and always with your interests at the centre of things.

### **How do I make a suggestion or raise a concern if I have a problem?**

If you find yourself in the unfortunate position of experiencing a problem with any aspect of your treatment then please contact the dentist who has treated you directly by telephone.

If you have comments concerning any other aspects of your experience at the practice then please tell our practice manager Bianca Stevens. If Bianca is unable to answer your question or deal with your concern satisfactorily she will either arrange to call you back after talking to your dentist or she will arrange for them to contact you directly.

### **What if I feel I still have a problem which can't be resolved with my dentist / the practice manager?**

If you feel that your concern has not been dealt with satisfactorily we ask you to write or email the practice owner, Dr Elaine Giedrys-Leeper who will investigate your complaint in strict confidence within 10 working days.

We will acknowledge your complaint in writing and enclose a copy of our code of practice as soon as possible, normally by return post.

Any decision about the complaint will be confirmed to you in writing immediately after completion of the investigation.

If you still feel unhappy with the outcome then we encourage you to contact :

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road,  
Croydon, London CR9 2ER ☎ 08456 120 540

Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

[www.gdc-uk.org/sites/dcs/Pages/default.aspx](http://www.gdc-uk.org/sites/dcs/Pages/default.aspx)

Everyone who works at the London Centre for Periodontics and Implant Dentistry is registered with the General Dental Council 37 Wimpole Street, London W1G 8DQ

☎ 0845 222 4141 [www.gdc-uk.org](http://www.gdc-uk.org)